



UNITED STATES MARINE CORPS  
MARINE CORPS BASE  
QUANTICO, VIRGINIA 22134-5001

MCBO 7510.1A  
B 051  
**1 FEB 2001**

MARINE CORPS BASE ORDER 7510.1A

From: Commanding General  
To: Distribution List

Subj: SOP FOR THE MCCDC/MCB COMMANDING GENERAL'S "HOTLINE"

Ref: (a) MCO 7510.5A

Encl: (1) Hotline Worksheet

1. Purpose. To establish and provide guidelines for a local "HOTLINE" for complaints, questions of a wide range of interest, and reports of suspected cases of fraud, waste, abuse, and mismanagement.
2. Cancellation. MCBO 7510.1.
3. Summary of Revision. This revision contains a significant number of changes and should be reviewed in its entirety.
4. General. The reference requires the establishment of a local "HOTLINE" to report and remedy fraud, waste, abuse, and mismanagement. This "HOTLINE" should ensure freedom from retribution for the individual filing the complaint. In order to accomplish this task, a direct line of communication must be maintained between responsible officials and concerned individuals. The CG's "HOTLINE" provides this direct line for this Base.
5. Information. The "HOTLINE" is open to all military personnel, civilian employees, and dependents aboard this Base, including tenant activities.

a. Complaints, questions, and reports of suspected fraud, waste, abuse, and mismanagement may be submitted by dialing the "HOTLINE" telephone number, (703) 784-2392. During normal working hours, the CG's representatives in the Base Inspector's office answer the telephone and record the complaint, questions or report using the enclosure. During non-duty hours, or when personnel are not available to answer the telephone, a mechanical answering service, which provides detailed instructions on how to report information, is to be used.

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b. The information received shall be handled in strict confidence. Individuals may remain anonymous, although it is preferred that a means be provided by which officials may contact the caller for further information if necessary.

c. Officials are to investigate situations reported via the "HOTLINE" to determine if there actually is a case of fraud, waste, abuse, or mismanagement; or basis for a complaint. In order to ensure a thorough investigation, the following information should be provided:

(1) The item, incident, event, or procedure and the reason it is considered to be a complaint or a case of fraud, waste, abuse, or mismanagement.

(2) The original source of the information (i.e., another person, personal observation, etc.).

(3) When the incident occurred, or, if the problem is ongoing, the length of time the operation has been in effect (i.e., last Tuesday at 10:15, or continuous/ongoing for "x" time, etc.).

(4) Where the incident occurred or the location where the operation is being conducted.

(5) What organization and/or individual(s) are believed to be involved.

(6) Identification of caller (name, unit, and telephone number) is not required, however, if given, it provides a means of obtaining additional information, if needed.

d. When information is readily available, a response is provided to the caller within 48 hours. To receive a status report on their complaint, the caller may contact the Inspector's office and provide the assigned control number. A followup or final response is made to the caller upon completion of the investigation or research.

e. Information submitted in good faith is appreciated. When determined by the Inspector and/or the Chief of Staff to be of potential interest and benefit to the greater Quantico community, the issue will be considered for publication in the Quantico Sentry. In such cases, the identity of the caller will remain anonymous and the Inspector will attempt to notify the caller that the issue is being considered for possible publication.

f. Military and civilian personnel matters, which are appropriately addressed via the chain of command, request mast, or grievance procedures (i.e. Equal Opportunity, Equal Employment Opportunity, Workman's Compensation, etc.), will not be addressed by the "HOTLINE."

6. Utilization

a. Information received is given careful consideration and directed to the appropriate officials or command for investigation. The results of each investigation is forwarded to the CG MCB for review.


b. Information received that is not within the purview of this Order will not be investigated using procedures established for "HOTLINE" information and action. The caller will be referred to the appropriate source for addressing their concerns; reports of these calls will be filed with no further action.

7. Action

a. Inspector. Assume staff cognizance of the CG's "HOTLINE" program.

b. Public Affairs Officer. Coordinate with the Base Inspector, functional area manager, and Chief of Staff to determine the merits of publishing information that would be of an informative and educational nature to all hands.

c. Addressees. Cooperate fully by rendering assistance, as required, during investigations of complaints or suspected cases of fraud, waste, abuse, and mismanagement.

  
E. CAVANOS, JR.  
Chief of Staff

DISTRIBUTION: INTERNET

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The source chose to remain CONFIDENTIAL/PROTECTED. However, the information contained herein may tend to identify the source and is not to be released in whole or in part to those involved in the complaint or to any unauthorized personnel. If partial release of the information is required to assist in the investigation, every effort will be made to protect the source's identity in keeping with DoD Directive 7050.1, Defense Hotline, and Public law 95-452, as amended by Public Law 97-252.

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